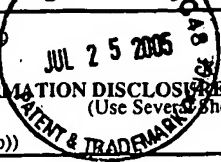
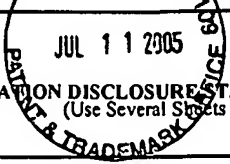
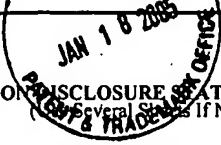


FORM PTO-1449 (Modified)				U.S. Department of Commerce Patent and Trademark Office		Attorney Docket No.: NUASI-00101		Serial No.: 10/632,615	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary)						Applicants: Carl Schoeneberger et al.			
(37 CFR § 1.98(b))						Filing Date: July 31, 2003		Group Art Unit: 2661	
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/BTO/	AA	6,144,667	Doshi et al.	370	401	08/07/97			
/BTO/	AB	6,289,001 B1	Smyk	370	216	10/15/99			
/BTO/	AC	6,615,235 B1	Copeland et al.	709	203	07/22/99			
/BTO/	AD	6,781,959 B1	Garakani et al.	370	242	07/31/00			
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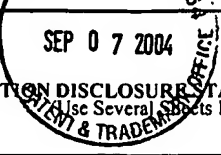
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/BTO/	AA	6,463,148 B1	10/08/02	Brady	379	265.01	10/10/00	
/BTO/	AB	6,493,695 B1	12/10/02	Pickering et al.	706	47	09/29/99	
/BTO/	AC	6,584,191 B1	06/24/03	McPartlan et al.	379	265.02	08/27/99	
/BTO/	AD	6,665,395 B1	12/16/03	Busey et al.	379	265.09	12/11/98	
/BTO/	AE	6,697,858 B1	02/24/04	Ezerzer et al.	709	224	08/14/00	
/BTO/	AF	US 2001/0024997 A1	09/27/01	Sugano et al.	477	2	02/20/01	
/BTO/	AG	US 2004/0054743 A1	03/18/04	McPartlan et al.	709	206	07/31/03	
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/BTO/	AU	"Message Classification in the Call Center", by Stephan Busemann, Sven Schmeier, and Roman G. Arens. Published in Saarbrücken, Germany, pages 158-165.						
/BTO/	AV	"The Modernization of a Call Center", by Karen Reasoner, University of Wyoming, Client Support Services, Information Technology, Laramie WY. 82070, pages 270-273.						
/BTO/	AW	"Redefining the Call Center: Customer Service on the Internet", by D. Steul from San Francisco, Ca., pages 38-42.						
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/BTO/	AA	6,445,695 B1	09/03/02	Christie, IV	370	352	12/31/98	
/BTO/	AB	6,529,499 B1	03/04/03	Doshi et al.	370	352	09/22/98	
/BTO/	AC	6,674,713 B1	01/06/04	Berg et al.	370	217	02/23/99	
/BTO/	AD	6,687,251 B1	02/03/04	Mousseau et al.	370	401	12/08/99	
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/BTO/	AA	5,282,243	01/25/94	Dabbaghi et al.	379	201	11/06/92
/BTO/	AB	6,188,673 B1	02/13/01	Bauer et al.	370	252	09/02/97
/BTO/	AC	6,639,982 B1	10/28/03	Stuart et al.	379	266.03	08/10/00
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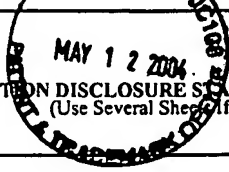
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/BTO/	AC	6,046,741	04/04/00	Hochmuth	345	348	11/21/97
/BTO/	AD	6,225,998 B1	05/01/01	Okita et al.	345	356	12/02/97
/BTO/	AE	6,266,058 B1	07/24/01	Meyer	345	339	09/08/98
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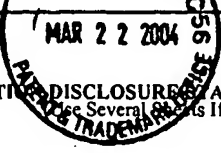
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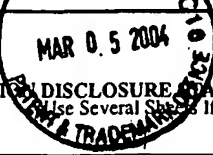
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(37 CFR § 1.98(b))						Filing Date: 07/31/03		Group Art Unit: 2661	
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/BTO/	AA	5,459,780	10/17/95	Sand	379	265	01/31/94		
/BTO/	AB	6,611,590 B1	08/26/03	Lu et al.	379	265.09	09/29/99		
/BTO/	AC	6,577,726 B1	06/10/03	Huang et al.	379	265.02	03/31/00		
/BTO/	AD	6,678,718 B1	01/13/04	Khoury et al.	709	204	08/29/97		
/BTO/	AE	US2002/0071541 A1	06/13/02	Cheung et al.	379	215.01	12/12/00		
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/BTO/	AA	6,219,648 B1	04/17/01	Jones et al.	705	8	03/31/98		
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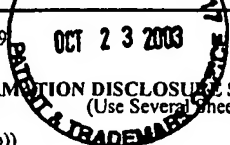
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OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)									
/BTO/	AU	"Declaration of Kevin McPartlan", 2 pages							
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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

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(37 CFR § 1.98(b))

Applicant: Carl Schoeneberger et al.

Filing Date: July 31, 2003

Group Art Unit:

U.S. PATENT DOCUMENTS

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
	AA						
	AB						
	AC						
	AD						
	AE						
	AF						
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	AI						
	AJ						

FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS

		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
/BTO/	AK	EP 1 016 998 A2	05/07/00	EP	G06F	17/60		X
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